

## GNO, Inc. Hurricane Ida Update

### September 3, 2021 Update

#### Power Update

- Entergy has restored 225,000 customers in Louisiana, out of 900,000+ who lost power due to Hurricane Ida. Damage assessments are 71% complete statewide. Today, Entergy released the first preliminary estimated times of restoration for customers in affected areas. **Estimated times of restoration by neighborhood can be found [here](#).** (As damage assessments continue to be completed, more estimated times of restoration will be provided for residents across the state.)
- Cleco has restored 62,000 customers, out of the 97,000 customers in St. Tammany Parish who lost power due to Hurricane Ida. Cleco expects to complete damage assessments shortly. **Estimated times of restoration by neighborhood can be found [here](#).**

#### New Resources

- **Generators: *GNO PowerMatch*** – GNO, Inc. has built a webpage to connect those with generators to companies and organizations in need. Visit [GNO PowerMatch](#) if you need a generator. If you have generators for sale, rental, loan, or donation, visit [GNO PowerMatch](#) and scroll to “Vendor Submission.”
- **Temporary Workspace** – The Baton Rouge Area Chamber (BRAC) is compiling a list of temporary workspaces for those without access to their normal office or who lack electricity to work remotely. You may access the full list of available spaces [here](#). Thank you to our partners in Baton Rouge!
- **Gas Availability** – Residents in the region can download the free [GasBuddy](#) app to see availability across the region. Users are also encouraged to update the app, so other residents may receive accurate and timely information as to which stations have gas. To view the latest fuel availability across Louisiana, click [here](#).

#### Disaster Assistance

- **Transitional Sheltering Assistance** – Yesterday, FEMA approved Governor Edward’s request to provide temporary housing support for Louisianans affected by Hurricane Ida. This now allows for possible provision of free rooms at certain partner hotels, covering costs beginning on September 2, until October 2. While coverage is not retroactive, FEMA encourages evacuees to retain receipts, as prior expenses may be eligible for lodging expense reimbursement. For more information, please review the [program fact sheet](#). With your FEMA registration number, a list of participating hotels can be found [here](#). To apply, check you application status, or upload documentation, click [here](#).
- **Disaster Unemployment Assistance** – The Disaster Unemployment Assistance (DUA) program helps individuals whose employment has been either lost or interrupted as a direct result of a major disaster. DUA is available to unemployed workers or self-employed individuals who became unemployed as a direct result of Hurricane Ida that are otherwise ineligible to receive state unemployment insurance benefits. Workers that are already receiving unemployment insurance benefits due to COVID-19 should continue filing weekly claims, and not DUA. The

deadline to file a DUA claim as a result of Hurricane Ida is October 4, 2021. To learn more about the program and see if you are eligible, click [here](#).

### **Wireless Communications Status**

- **Verizon** – Verizon engineers have been successful in repairing some fiber connections to cell sites and, where unable to immediately repair the fiber, deployed numerous satellite links which will temporarily carry data traffic back to the core of the network, restoring service to cell towers. Verizon will be redeploying temporary assets originally supporting areas that have regained service to the Houma and Coastline areas. Visit [Verizon response: Hurricane Ida](#) for updates on restoration efforts.
- **Cox** – Cox has assessed 1,200 miles of their network, with 25 miles of identified damage. Cox expects to complete Greater New Orleans area assessments by Sunday, with service restoration to the majority of customers closely following power connection. Storm Assistance Plans, to temporarily suspend service, can be activated by calling (888) 269-9693.
- **AT&T** – AT&T's wireless network in Louisiana is currently operating at more than 96% of normal. Customers in affected areas may still be experiencing wireline service interruptions due to storm damage and commercial power outages in their area. To learn more, click [here](#).
- **T-Mobile** – Network sites have come back online in the parishes of Ascension, Orleans, Jefferson, East Baton Rouge, West Baton Rouge, St. Tammany and Tangipahoa. To receive the latest updates, click [here](#).

### **Health Care Updates**

- **Ochsner Health** – Ochsner Health continues to care at its open hospitals and is reopening its clinics and outpatient facilities across the affected region. All of the system's Emergency Departments are open. For the current status of Ochsner facilities, visit <https://www.ochsner.org/status>. Ochsner Health is offering free urgent care and behavioral health telemedicine visits via Ochsner Anywhere Care to Louisiana and Mississippi residents who have been displaced due to Hurricane Ida through Monday, September 6. Use the code "IDA."
- **LCMC Health** – LCMC Health hospitals are operational and providing inpatient care, and all emergency rooms are open and providing care for emergent and life-threatening clinical issues. University Medical Center, Children's Hospital New Orleans, New Orleans East Hospital and Touro are now receiving normal power. For health-related questions or help finding care, patients are asked to call the Nurse Hotline at 504.962.6202. To learn more and to view hospital-specific openings, services, and hurricane recovery resources, click [here](#).
- **Tulane Health** – The emergency rooms at the downtown Tulane Medical Center and Lakeview Regional Medical Center in Covington remain open. Tulane Lakeside Hospital and its Emergency Room are temporarily closed. For the latest updates, click [here](#).
- **LSU Health** – Power has been restored to the downtown campus. LSU Health remains closed until further notice. To read the latest reopening plans, click [here](#).
- **North Oaks Health System** – North Oaks Medical Center Emergency Department remains open, and North Oaks Urgent Care Clinic in Hammond has reopened. Select outpatient services have also returned. To view the latest news, click [here](#).

- **Southeast Louisiana Veterans Health Care System** – The New Orleans Veterans Medical Center is open for emergency and inpatient care only. Limited outpatient care is available at New Orleans, Baton Rouge and Slidell. Southeast Louisiana Veterans and family members with questions about care should contact VA at 1-800-935-8387. To view the latest updates, click [here](#).

### **GNO Port Operations**

On September 1, 2021, the U.S. Coast Guard reopened the Lower Mississippi River to all vessel traffic from mile marker 105 to the mouth of the River.

- **Port of New Orleans** - The Port of New Orleans resumed limited cargo and vessel operations today. New Orleans Public Belt Railroad operations have also resumed with modified hours. Container operations will resume at the Napoleon Avenue Container Terminal on Tuesday, September 7.
- **Port of South Louisiana** – Damage assessments are currently underway. The Port’s Executive Airport is open and operational.
- **Port of St. Bernard** – The Port of St. Bernard’s facilities sustained very minor damage and expect to have power within 24-48 hours. All maritime operations are on hold until further notice. The Port office is currently open using generator power with limited employees on site. If tenants are in need of assistance, they may go to the Port Administration Building or the Port Maintenance Shop. The administration office will be closed until Monday, September 6 and anticipates reopening on Tuesday, September 7 at 8:00 AM.
- **Port of Plaquemines** – Port owned docks and boats are secured and operational. Port tenants in the Myrtle Grove, Ironton and Alliance areas (for approximately 5-10 miles) between Belle Chase and Port Sulphur have been flooded, and water is receding.
- **Avondale Marine** – Avondale Marine resumed vessel discharge operations this morning. While Avondale remains without power, this discharge of aluminum was possible with ship’s gear and power.